



THE CITY OF SAN DIEGO **MANAGER'S REPORT**

DATE ISSUED: September 23, 2004 REPORT NO. 04-211

ATTENTION: Land Use and Housing Committee
Agenda of September 29, 2004

SUBJECT: Status Report and Action Plan for Technical Advisory Committee

REFERENCE: Manager's Report 03-197, dated October 1, 2003
Manager's Report 02-034, dated February 7, 2002
Manager's Report 01-222, dated October 12, 2001
Manager's Report 01-125, dated June 8, 2001
Manager's Report 00-243, dated November 8, 2000
Manager's Report 00-162, dated August 3, 2000
Manager's Report 00-50, dated March 10, 2000

SUMMARY

THIS IS AN INFORMATION ITEM ONLY. NO ACTION IS REQUIRED ON THE PART OF THE COMMITTEE OR THE CITY COUNCIL.

BACKGROUND

On March 15, 2000, the Land Use and Housing Committee approved the appointment of a revised Technical Advisory Committee (TAC) to investigate options to improve performance and customer service in the land and building development review process. On June 13, 2001, LU&H voted to reconvene the TAC with a revised membership under P. Lamont Ewell. The TAC provides regular status reports to LU&H on the progress made to improve performance and customer service in the land and building development review process. TAC is currently meeting monthly. The TAC Subcommittees (Attachment A) have also started to meet monthly to develop recommendations and implementation to improve the development process.

DISCUSSION

Since the last update to LU&H the Technical Advisory Committee has developed a new mission statement. "To proactively advise the City Manager and the Land Use and Housing Committee

on improvements to the regulatory process through the review of policies and regulations that impact development; to advise on improvements to the development review process through communications, technology, and best business practices to reduce processing times and improve customer service; and to advocate for quality development to meet the needs of all citizens of San Diego.” This revised mission statement reflects the expanded role of TAC to provide a forum for the development community to state their recommendations on proposed changes to City policies and regulations that impact the development process.

As indicated by the revised mission, TAC is interested in playing an active role in regulatory changes in the future. The Code Update team currently informs TAC of code update items being brought forward to City Council. TAC has requested that all regulatory issues that affect the development process (timeliness, increased cost, etc) be brought before them as well.

The accomplishments of the Technical Advisory Committee over the past 12 months include establishing subcommittees (Attachment A) which are now meeting monthly, creating and reviewing performance measures (Attachment B), overseeing a customer service plan, improving building safety, and discussing standardized accessibility and universal design requirements for new construction.

TAC has worked hand and hand with the Development Services department to create and implement new performance measures that link department goals to performance. These 38 measures represent the department’s mission measures and will be the primary means of measuring department accountability. Implementation of the performance measurements began on July 1, 2004 and will be reviewed at least quarterly by TAC.

Over the last year, with input from TAC, DSD's Customer Service Committee has taken steps to shift the department's focus to be more customer oriented. Several customer service trainings have already been conducted at the Quarterly Supervisors Meeting and within the Divisions and sections. A Customer Service Marketing Campaign targeted to staff is currently underway. Also being developed is a customer service awards program, a customer service toolbox, and customer service packets for new employees. The committee is also creating a customer service plan with milestones to assure that the customer service goals we have targeted for the department over the next two years will be achieved.

In response to the Cedar Fires of last year, a subcommittee of TAC held meetings with all affected stakeholders to develop appropriate safety regulations to improve fire protection in buildings located in areas of increased wild fire hazard. The package of proposed regulations will be taken through the code development process and then presented to City Council for adoption in the new few months. The subcommittee has also been considering standardized accessibility and universal design. TAC members have worked with department staff to develop a presentation on universal design to show and distribute to interested community stakeholders. Much feedback has been given back to the committee and members are currently working on a revised version to bring back to the full TAC for review and approval.

TAC has expanded membership to include new interests as well as provide better coverage through members having backups to represent them at meetings they cannot make. To also insure that other department issues affecting the development process are being discussed, the TAC has invited representatives from key departments to monthly meetings on an ad-hoc basis.

The Advisory Committee will continue to meet and provide updates twice a year to LU&H.

Respectfully submitted,

Gary Halbert,
Acting Development Services Director

Approved: George Loveland
Assistant City Manager

HALBERT/JLM

Attachment: A - TAC Subcommittees
B - Performance Measures